NC Cardinal Annual Meeting Minutes

July 28, 2017

10:00 am to 3:00 pm

Location:

McKimmon Conference Center

NC State University

1101 Gorman Street

Raleigh, NC 27606

<u>Agenda</u>

1) Welcome   (Benjamin Murphy)

2) FY 2016-2017 Year In Review   (Tanya Prokrym)

3) Committee & Working Group Updates

    a) Introduce New Committee Members   (Benjamin Murphy)

    b) Cataloging Committee   (April Durrence)

    c) Resource Sharing Committee   (Johnnie Pippin)

    d) Authorities Working Group   (Jennifer Weston)

4) Consolidation Project Update   (Catherine Prince)

5) Public Library Stats for NC Cardinal   (Johnnie Pippin)

6) Annual Survey Results   (Johnnie Pippin)

7) Student Access Project   (Benjamin Murphy, Jane McAllister,

        David Miller, Ruth Ann Copley)

8) Governance Committee Voting Logistics   (Benjamin Murphy)

9) Lunch & Governance Committee Vote

10) ProQuest Summon Discovery Layer   (Claire Leverett: NC Live Assistant
Director)

11) New Governance Committee Members   (Benjamin Murphy)

12) FY 2017-2018 & The Way Forward   (Benjamin Murphy)

13) Questions and Discussion

1)   Welcome, meeting began at 10:00 AM

Benjamin Murphy opened the meeting with a welcome

Introduced State Library staff

Reviewed agenda

2)   FY 2016-2017 Year in Review, Tanya Prokrym

One word sums up the year: Transition

In personnel, projects, partnerships, which led to a need for a comprehensive assessment

Personnel: Benjamin Murphy has taken over leadership of program, Catherine Prince's duties expanded

Projects: Consolidation, Authorities, Training & Certification – all more internal in general. 2 main fields shape policies/procedures. This year had a shift from a library centric system to a consortium wide emphasis.

Switched from individual cataloging to consortium-wide policies.

Authorities working group may be led by Vicki Brueck.

Certification Program has begun after some delays.

Partnerships: Student Access, Candid Critters were with external groups.

Student Access – began with pilots Davie, Davidson, Iredell, Farmville; dynamic working group, created templates. Project was expanded from students only to include teachers as well. Had to mandate barcode length (12).

Received positive comments; example shared from Davie County local official.

Candid Critters – cataloging committee created standardized record for traps, non-Cardinal libraries have use the template so this has been of benefit to others. 290 traps have circulated since the project began.

Migrations – has transitioned some when it expanded beyond public libraries to include special library (State Library) that includes 7 affiliated state government library collections.

40% of library branches in NC now use NC Cardinal.

Incoming libraries for this year are Vance County (Perry Memorial) and Polk County.

Scotland, Bladen, State Library, and Granville were migrated in 2016-2017 last year.

Assessment – Environmental & Organizational

Project led by Galecia Group, Lori Ayre was leader in developing Evergreen product

Focused on sustainability, hosting, and resource sharing

Processed involved multiple meetings with governance board, NC Cardinal staff, and selected representatives

Did planning activities with the group, compared Cardinal with other similar-sized consortia.

Results will be used to create a Five Year Plan for NC Cardinal.

Number of items increased 20%

Number of branches increased 10%

Number of transits increased 19%

Reflected on first day working with NC Cardinal, went to Franklin County with Grant Pair during a migration, met Holt and Wayne, worked on offline transactions, Davie County was 2nd migration. After working throughout the state she observed that the success of NC Cardinal is because of libraries vision and attitudes; it's a success because of the libraries; they've built a vibrant and active community.

Budget

Last year's budget

3)   Committee & Working Group Updates

a) Introduce new committee members, Benjamin Murphy

Cataloging Committee

Rolling Off:

Nicole de Bruijn (Appalachian Regional)

Martha Crawley (Cumberland County)

Serenity Richards (Fontana Regional)

Joining:

Eve Grünberg (Government and Heritage Library)

Jessica Philyaw (Fontana Regional)

Jennifer Weston (Davidson County)

Resource Sharing Committee

Rolling Off:

Lise Keppler (Forsyth County)

Caroline Roten (Haywood County)

Jennifer Weston (Davidson County) -> Moving to Cataloging Committee

Joining:

Forrest Tate (Henderson County)

Krysti Thomas (Cumberland County)

Dustin Mobley (Johnston County)

b) Cataloging Committee Update, April Durrence

Provided match set, working well

Change of wording to reduce confusion from electronic resources to digital content

Enlarged item type wording so it stands out better and provided instructions for adding or changing as needed

Added cataloging training videos

Training and assessment, contracted w/ Dr. Sonia Archer-Capuzzo, developing comprehensive training for catalogers, in-person and online training will be available

Timeline is tight and work of committee is appreciated; training should be available in October, full compliance goal is January 2019. Those who need help passing assessments will work with a mentor.

Staff Login Accounts – all staff with cataloging or admin permissions will use their own account; permission groups will be re-structured. Spring 2017 Evergreen Conference informed how to simplify structure of permissions.

c) Resource Sharing Committee Update, Johnnie Pippin

Governance Board discussed hold length and agreed on 7 calendar day hold shelf recommendation.

Lingering Transit Reports, committee has done testing, these will be dropped into county folders on Monday

Age hold protection report will be dropped into county folders on Monday

Patron Permission Groups, committee has homework to learn how these are being used, will send out survey in Oct-Nov, will implement consolidation of patron permission groups in January 2018.

Part of the problem is that the list is so long, with no rhyme/reason to order so it can be difficult for staff to make the best selection when creating a new patron record.

      Question (Holt Kornegay): is there any way a library can highlight/save the permissions they use

repeatedly so they don't have to scroll through the list? Not currently a way to make the list

specific to the branch.

One suggestion to speed get to better results = is to hit the A so all the A's show up together.

d) Authorities Working Group Update, Jennifer Weston

Working on existing records to recommend best practices during cataloging to make good authority records, may lead to recommending outsourced authorities work, and training recommendations.

Led by Vicki Brueck, has a lot of experience and very helpful. Entire committee is there because they volunteered. What will not come from group is charge to do better; what will come from group is request to pay closer attention to specific things.

GHL migration brought authority records of their own AND they are using their expertise to update all the PL records as well.

Why was the committee formed now? Because GHL can't sustain their level of work for all the PLs. There will be recommendations, training, and supporting information provided to help libraries take this over.

Members:

Vicki Brueck (Government & Heritage Library)

Sharon Arnette (Henderson)

Meghan Blackburn (Cleveland)

Becky Forbes (GHL)

Christina Martin (Mauney)

Kim Sirois (Harnett)

Jennifer Weston (Davidson)

Best practice recommendations, general documentation for Cardinal cataloging community, documenting authority control in Evergreen (for working groups), continued review of authority types/sources.

Question (Michael Roche) – when authority control is introduced, will a contractor be hired to do that? That is the preference.

If that happens, will the library be able to review/validate it? Yes.

Intend to issue RFP this year to have authority work done.

4)   Consolidation & Deduplication Project updates, Catherine Prince

Work on circulation modifiers mapping is complete.

Reviewing each system's hold policies, reducing redundancies.

Working with each system on shelving locations and policies.

Reviewing mapping sheets for policies (circulation and hold).

Changes will be made in secondary test; process involves continuous testing by Cardinal staff and library staff; Catherine will send out a checklist. Goal is to have a solid month of testing.

Issues found in testing will be used to correct mappings

Changes made in production early/mid-September

Still working on deduplication project; focused on AV and e-resources only

Will provide report on mismatches and plan for correction by script or by hand

Testing will be needed on this as well and information will be provided on how to proceed

Production run in early/mid-September

Question: (Michael Roche) will circ modifier be locked down? Yes, there will be a list of 21; Equinox will remove the old

ones when this is done.

Ruth Ann Copley offered a shout out for Catherine for her work on NC Kids and e-inc.

5) Governance Committee Voting logistics

5 members from NC Cardinal libraries (one from each library type (municipal, county, regional);

2 members from SL

Nominees:

County Libraries:

Ruth Ann Copley (Davidson)

Gigi Francis (Buncombe)

Cotina Jones (Cumberland)

Michael Roche (Rockingham)

Municipal Libraries:

Sharon Stack (Mauney)

Regional Libraries:

Karen Wallace (Fontana)

Only library directors can vote

6) Lunch & Governance Committee Voting

Reconvene at 1:10

7) ProQuest Summon Discovery Layer, Claire Leverett

NC LIVE now offers a free instance of Summon for every NC LIVE library

Part of a 6 year contract with ProQuest

360 link is included, links search results to full text

To view the webinar, go to: nclive.org/summon-for-nclive-libraries

Google and Amazon have raised patron expectations and Summon provides a single search-box experience

Mission is return researcher to the library and provide an excellent place to start

What is Summon? A single search box for all library resources (with words) like library catalog and electronic resources, relevance ranked results, all content treated equally (no preference for ProQuest resources), option to search without authentication barriers, customizable for library and user.

How it works: library registers in client center, catalog holdings exported to ftp site, summon index updated twice weekly.

For NC Cardinal: work with NC LIVE and Summon Implementation Team, individual instances will be created for each library after the initial load which will allow for customization.

12 weeks is average process but it may be quicker for NC Cardinal

Training and Implementation – scheduled calls and self-paced online options

Insert list of libraries in NC if desired

Question (Juli Moore): The webinar said 10 libraries will be loaded at one time, how will that work with NC Cardinal.

Answer (Claire): NC Cardinal will be treated as one system.

Question about NC Kids and eInk. Ruth Ann said Rob had a solution prepared.

(Lise Keppler) How is Summon different from federated search? Summon is a discovery layer over all the resources; they've greatly improved this product, there is good response from users.

What is the experience with public libraries? The value is that it pulls records into a single search.

Wake County has catalog search on first page, Summon is buried on another page.

This will enhance the results you're getting and it's faceted so if you only want books you can select that.

Question (Tanya Prokrym): Is it possible to create a test environment for Cardinal to try it out to be able to see what the results look like.

Answer: they will ask.

Question (Sharon Stack): how does it work for a resource that is only available in the library, like Ancestry.com?

Answer: Claire doesn't believe it is indexed.

8)   Student Access Project

Talked about changing the name because of confusion with previous name

The pilot was a success, has been expanded to include everyone in consortium

Survey to gauge interest revealed that 20 more libraries are interested

There are guidelines on policies and what can be borrowed

No overdue fines accrue; student is responsible for lost or damaged books

DVDs are not included

Steps for those interested are:

a. Memorandum of Agreement between library system and school and parent op-out letter

b. Collect names and submit spreadsheet by 2nd week in September

c. New accounts issued and ready by early October

Opened for questions to David Miller, Jane McAllister, Ruth Ann Copley

Question (Michael Roche): don't currently offer barcodes to students, staff looks up student's name.

Answer – ask if they know their lunch number.

Question (Michael Roche): attorney got involved, can a library say no to a school that wants burdensome

red tape?

Answer: Benjamin Murphy said that the only identifying information is a birthdate

Answer: Ruth Ann Copley, has 3 systems in county, ended up with 1 who participated, one board said it

was a privacy issue so they didn't want to do it, for another it seemed to boil down to someone who didn't

want to pull/provide the records.

Answer: Benjamin Murphy offered to help in the conversations about protocols, etc. He has discussed

(with Timothy Owens) the idea of developing a SL Privacy Policy.

Question (Holt Kornegay): When possible, he prefers the least restrictive environment, libraries are good

teachers of personal accountability. In this project – what is the % of loss of materials and what is % of

funds. Who pays for it?

Answer: Benjamin Murphy offered to collect/review this information and report out now that there is a

year of information.

Answer (Jane McAllister): if you're looking for data, ask Charlotte Mecklenburg and Randolph County, they have a longer history.

Answer (David Miller): most of the people who use this are using electronic resources so it isn't a large problem for them.

Answer (Ruth Ann Copley): bookmobile provides service, parent was upset when a student received a bill for a lost book.

Answer (Kelsey Edwards): some of the projects were started for students who can't get to the library so they use electronic materials. You're more likely to get things back without fines.

Answer (Bonnie Kornegay): concerned about the 10 print books, may choose to use a different number. This is a great partnership with the community.

Answer (Juli Moore): many kids come to their library every day after school and didn't previously have a library card so this has been great for them. Out of 22,000 students, only 1 has opted-out.

Answer (Jane McAllister): including teachers makes it used much more fully.

Thanks to Iredell for pushing this forward, they did most of the work and had it ready for others to use.

Answer (Lise Keppler): is it possible to get any data to take to county commissioners about people using student ID instead of library card.

Answer (Juli Moore): they have this information.

Question (Tracy Fitzmaurice): Is school ID and pin the same?

Answer (Juli Moore): Iredell used last 4 digits of student ID number.

Jane made a point about opt-out; of the dozen letter they received the majority were from Hispanic families because there was a perception that they just had to sign & return it.

Fontana asked Qualla Boundary: has anyone else worked with a federal run school that doesn't have student ID number?

Ruth Ann is thinking about how to include home schoolers, others that don't have student IDs

9)   Public Library Statistics for NC Cardinal Libraries, Johnnie Pippin

Instead of looking at actual transits, looking at hold transits instead

Showed chart for lenders, top 5 were: Buncombe, Cumberland, Henderson, Davidson, and Fontana

Showed chart for received, top 5 were: Forsyth, Buncombe, Cumberland, Appalachian, Henderson

Shift was made due to definition used for PLS survey

Inter-library lending: from library system A to library system B, not between branches

Intra-library lending: from library branch to library branch

This will reduce ILL numbers for this year

Statistics will show net borrowers and net lenders

NC Cardinal will still track transits for resource sharing costs

Question (Jennifer Weston): Does PLS show these numbers? Yes, effective 7/31/17.

10) Annual Survey Results, Johnnie Pippin

First slide of communication methods have low use (based on survey results)

Asked for feedback on how ways libraries would like NC Cardinal staff to share information

Ruth Ann Copley – survey was to front line staff, a lot of the staff will ask director then the director will go to the Nest. There was general agreement that this is how it works in many libraries.

Michael Roche – if there's a web-based way to offer a best practice, it might help answer questions.

Cheryl Middleton – uses the Nest often herself, but has to click around a lot even though she uses it often.

Benjamin Murphy stated that the ticketing system has a search and tagging feature.

Catherine Prince stated that there is a new Nest on the SL website, effective 7/28/17. Has a search feature called "file finder".

The highest priority for future work were to:

OPAC search functionality

Standardization of cataloging components

Regular catalog dedup

Question (Carol Wilson): Circulating library was to have priority, 2 main problems occur when:

       i.   Libraries in the system charge check-out fee for DVDs

      ii.   Cleveland allows 2 renewals when no one is waiting for it, other libraries only allow 1 and when patrons try to renew from home it is frustrating.

Can this be resolved so that it follows the policies of the circulating library?

Answer (Cardinal staff): these rules are tied to the item so there isn't currently a way to change this.

Question (Michael Roche): Could a circulation work group review some policies of this type?

Answer (Carol Wilson): First 9 who form consortium, sat down at a meeting and set these things up. When things were agreed upon, only a couple followed through.

Could this be re-visited? Benjamin says yes.

For the State Library to participate equally, the administrative code would have to be changed.

Recommend a working group form around discussion of commonality of circulation policies.

Suggest this start after completion of circulation policies, then move toward how to make it better.

As this continues to grow, libraries need to think less about their own county and think about the

consortium as a whole.

Part of the appeal of joining NC Cardinal was to be able to maintain their own rules, policies; this may

hurt the appeal to non-Cardinal libraries who might be interested in joining in the future.

May have been too open with policies at the beginning.

Question (Lise Keppler): is it a goal of the State Library to get everyone onto NC Cardinal? Current

performance is poor, but reason they joined was for resource sharing.

Answer (Ruth Ann): Cal specifically said we're not expecting everyone to join Cardinal, we'd like to

build a bridge to other systems.

There will always be problems, always have differences.

Question: (Traci Fitzsimmons) adjusted billing that came with upgrade, everybody hates it, will it stay that way?

Answer: April hates it too, was created to resolve problem with negative billing, it doesn't seem like the developers understood what the impact would be.

Evergreen list serv chatter is that EVERYONE hates it so it may be moved to development.

Question (Carol Wilson): Is everyone equally irritated with Equinox?

Contract expires September 30, 2017; we're in the midst of gathering bids for the next 3 years.

Would like to move from Equinox.

Invitation to bid was to look at Evergreen based ILS systems.

11) Announce New Governance Committee Members

Municipal Representative: Sharon Stack

Regional Representative: Karen Wallace

County Libraries: Gigi Francis, Ruth Ann Copley, Michael Roche

12) FY 2017-2018 and The Way Forward

Reviewed growth from 11-12 with additions through the present. After 7 years about 40% of public libraries are part of NC Cardinal.

If we continue at this pace, we'll double in size in 5 years, which would reach 80% of public libraries

Increased growth will lead to increased resource sharing; currently $327,600 would become $7xx,xxx

Invitation for Bid and Hosting Possibilities

Current contract expires in September 2017, responses were received in July 2017, obtained 6 month extension from Equinox through March 2018. New requirements are for more control over system and ability to make changes themselves. 2 possibilities exist:

May continue w/Equinox or may change to new vendor

Recommendations

Collaboration: increase participation in larger Evergreen community

Resource sharing: consider adding additional organizational grouping for hold targeting; put out RFP for regional courier service; set standards for delivery and turnaround timing

Communications: communicate announcements vial blog rather than email; improve the use of the help desk ticketing system

Explore interlibrary loan: this seems out of scope

Purchase eBooks as a consortia

Assess hosting/support options

Move toward more shared costs and reduce reliance on LSTA funds: puts long term sustainability at risk

Investigate independence of State Library

Clarify engagement required from member libraries

Committees: use them to publish common standards, practices, and policies throughout the consortium; draw on different talent sets for Governance Committee

Connectivity: work with e-rate to improve the network system-wide, partner with MCNC

Keep the focus on public libraries

Next step will be to focus on this report and do some strategic planning with Governance Committee

Resource Sharing Assessment Project

Resource sharing is about 1/3 of the NC Cardinal budget

In addition to UPS fees, member libraries spend great time and effort to process materials

Plan to engage a consultant to analyze:

•The policies used to generate holds

•The processes used to ship materials

•Whether our UPS contract is better than a courier service

•The ways that the consortium's resource sharing can be improved to make these efforts more sustainable

•The value these shared resources provide to recipient libraries

New Nest Website - http://statelibrary.ncdcr.gov/ld/nc-cardinal

Moved to Drupal and moving away from LibGuides

Other Things We're Thinking About

Want to update instance of Evergreen to 2.12, prior to holidays

Version 3.0 should be available in October but Cardinal will move slowly

Consortial communications: what's the best way to keep everyone up to date?

Training: how can we be sure we're meeting your needs?

      Helpspot knowledge base, nccardinalsupport.org

What's the best organizational process to go from an idea to a policy?

Longer term strategic planning: how can NC Cardinal be sustained over time?

Closed this section by reading a quote from the Environmental and Organizational Assessment

13) Questions and Discussion

Question (Michael Roche): What would be the cost without LSTA involved

Answer: Current budget is about $1,000,000 so I'm not sure how that will break out to each individual library

Question (Michael Roche): Do we know why non-Cardinal libraries are not participating?

Answer: Tanya – in the past TLC has dropped their prices to compete. Other reasons Tanya has heard is loss of control, change in mindset, we don't need resource sharing

Answer (Ruth Ann Copley): the way the catalog looks is a deterrent

Question (Angela McCauley): Someone expressed concern about what the cost would be over time. Would the basic structure work like it does now?

Answer: That is the presumption, but that is a decision that would need to be made as a consortium.

Question (Lise Keppler): wasn't there an idea that the first thing libraries would do is pay their own shipping first, then expand.

Answer: can't speak to that

Question: (Jennifer Weston) would other funding streams be sought beyond LSTA?

Answer: yes

Student Access Program

Question (Jane McAllister): On what frequency will student records be updated?

Answer: Haven't decided yet, but it would make sense to try to do it all at once. Benjamin will talk to Equinox to learn what's possible.

Question (Bonnie Kornegay?): Would like to know more about why students can't place holds, defeats the purpose of being in a consortium.

Answer (Juli Moore): Students can request holds for local holds only with their student ID. If they want something the library doesn't own, they have to use a regular library card.

Meeting adjourned at 2:00 PM.